

**MINES**  
& ASSOCIATES, P.C.

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*Promoting wellness  
in the workforce*

***For an appointment call:***

800-873-7138

or

303-832-1068

24 hour service for  
emergencies.

Locations throughout  
the U.S.A.

**GUIDE**

**TO**

**YOUR**

**EMPLOYEE/MEMBER**

**ASSISTANCE**

**PROGRAM**

## **WHERE TO TURN:**

Everyone has been affected by personal problems at some time in his/her life. These problems may affect personal happiness and create disruption in job performance.

Because your organization values you and the work you do, it has provided an employee assistance program (EAP) or member assistance program (MAP) through Mines and Associates, P.C.

The EAP/MAP provides assessment, referral and focused therapy for you and your family and assists in obtaining the most effective treatment while ensuring quality of service.

## **HOW IT WORKS:**

The EAP/MAP advisor will inform you about the number of sessions provided by your organization. The advisor will discuss plans for resolution of your issues. If further intervention is indicated, you will be referred to the best help available for your need. The EAP/MAP can help with family, living or work issues.

## **FEE S AND APPOINTMENTS:**

EAP/MAP sessions are **free** for you and your household members. When you call the employee or member assistance program, you **will be promptly scheduled for an appointment or telephone consult in your residence area.** Office hours are flexible for your convenience.

## **TYPES OF PROBLEMS:**

There are times when each of us may need help with our challenges in life. The EAP can be used for issues such as:

**Relationship Issues**  
**Drug/Alcohol Concerns**  
**Family Counseling**  
**Psychological Issues**  
**Stress**  
**Work-Related Issues**

The use of this benefit can help you to live a better, happier, and more productive life.

## **CONFIDENTIALITY:**

Use of your employee/member assistance program is strictly confidential. Your contact with the EAP/MAP and your counselor will not be discussed within your organization in any way without your written permission. There will be no information in your personnel file pertaining to the use of the EAP/MAP. The EAP/MAP offices are located away from your workplace to provide as much privacy as possible. The offices are handicapped accessible.

## **SUPERVISOR OR STEWARD REFERRALS:**

If you are referred to the EAP/MAP by your supervisor because of a work performance problem, the EAP/MAP advisor only tells them:

- If you make an appointment
- If you keep the appointment
- If you are willing or not to follow recommendations

The nature of your problem or other personal matters are never discussed with your supervisor unless you request or give the permission to do so.